

**Department Of Mental Retardation
Office Of Quality Management
Office of Quality Enhancement**

**PROTOCOL IN THE EVENT OF A DISASTER IN A HOME, WORK/DAY,
OR SITE-BASED RESPITE SERVICE**

Purpose:

The purpose of the protocol is to define the role of the Office of Quality Enhancement (OQE) in the event of a disaster (e.g., fire, flood) in a home, work/day, or site-based respite service that necessitates the evacuation and temporary relocation of individuals and staff.

Protocol:

A. COMMUNICATION

1. Area Director calls Regional Director of Quality Enhancement upon being notified about the disaster by the provider. If the disaster occurs after work hours, the Area Director calls the QE Director on the next workday. (This procedure complements other standard Departmental notification requirements).
2. After notification by the Area Director, the Regional QE Director immediately calls the Assistant Commissioner for Quality Management, or the Director of Survey and Certification.
3. If the Assistant Commissioner for Quality Management or Director of Survey and Certification is notified of the disaster first, he/she immediately (or on the next work day, if the notification is after work hours) calls the Regional QE Director. The Regional QE Director will immediately call the Area Director.

B. ROLE OF THE OFFICE OF QUALITY ENHANCEMENT

1. The provider determines the extent of the damage and the estimated length of time that individuals/staff are to be relocated.

2. The Regional QE Office conducts a review of the temporary location if the duration of the stay is estimated or turns out to exceed 7 days.

3. Review of the place of relocation

The purpose of the review is to determine if the place of relocation is meeting individuals' basic needs as outlined below:

- a. adequate provision of meals;
- b. adequate bedding (if applicable);
- c. provision of emergency medication and/or medical treatment for health conditions (e.g., diabetes, epilepsy, heart condition);
- d. adequate bathroom facilities; and
- e. ability of individuals/staff to evacuate the temporary location.

4. Pre-Occupancy Review of the home, work/day, or site-based respite service

If major repairs are required at the individuals' home or day support, a Pre-Occupancy review must be conducted prior to individuals and staff returning to the home, work/day or site-based respite service. Extent of the review is determined by the extent of damage. Review to include:

- a. physical site review of the repairs and construction (using same procedures involved in the standard Site Feasibility Assessment); and
- b. verification that written search plan, safety plan, emergency fact sheets, and documentation of medications are in place, if this information was destroyed.

5. While no formal follow-up will be conducted if individuals and staff are relocated for less than 7 days, QE is available for technical assistance to the provider and Area Director.